

STUDY OF OL's SERVICE ENVIRONMENT AND WAYS TO ENHANCE OL's IMAGE

QUESTIONS FOR SELECTED AGENCY COMPONENTS

1. What services/support does the Office of Logistics (OL) now provide to your component?
- a. Procurement of supplies, equipment, furniture - either from Memorandum requests or Form 88; overseas initiated contract review
 - b. Supply assistance from stock or and status check of back orders
 - c. Shipping, including packing/crating, arranging actual transportation and message advisories of shipments enroute
 - d. RECD for Key/Ames bldg maintenance/renovations; space planning; overseas installation construction/modification
 - e. Home (BSS) servicing Key Bldg supply room
 - f. Home (BSS) moves of office furniture
 - g. Home for parking
 - h. P&PD copying & binding plus technical support in FBIS modernization to automate document preparation
2. What are your component's perceptions of the quality, timeliness, general responsiveness, and overall value of OL's services and support? Please key your answers to the items in #1 above.
- a. uniformly good to excellent
 - b. excellent
 - c. excellent
 - d. good on field support but fair to poor on Key/Ames support
 - e. good

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SECRET (when filled in)

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- f. excellent
 - g. fair - but situation may be beyond their control
 - h. excellent - they respond to tight schedules with high quality work
3. How could OL improve the services/support it already provides to your component? Please key your answers to #1 and #2 above.
- a. improve the process so as to meet a greater percentage of required dates.
 - b. improve ability to check status of interdepartmental procurements. Also make ICS suspense listing available to the Logistics officers on a monthly basis
 - c.
 - d. expand the program of contract architects working for RECD to do A&E work. there is an inordinate amount of delay in getting renovations accomplished in Key and Ames.
 - e. expand the number of stock items, space permitting
 - f. improve furniture pickup time of PTI items
 - g. JPRS parking solution
 - h.
4. What additional services/support could OL provide to your component?
- Present or near future (specify time-frame desired and coordinations/approvals required; rank in order of priority)
- a. arrange for a bulk storage space in future leased buildings for equipment and furniture waiting to be installed as well as waiting for pickup.
 - b. FBIS may need the services of P&PD composers to work at FBIS as FBIS gets further into the production automation of its product.
 - c. tighten the leasing arrangements for office space so that landlords are required to be more responsive (in a positive way).

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d.

e.

f.

g.

Long-range (specify time-frame desired and coordinations/
approvals required; rank in order of priority)

a.

b.

c.

d.

e.

f.

g.

5. How does your component view OL in terms of courtesy and professionalism? (If contacts involve more than one OL staff or division, please rate each OL component separately or, if preferable, rate according to the service or support rendered.)

- a. In all instances FBIS Logistics Branch has an excellent track record. However, those OL components rated in section one and on whom our Logistics Officers depend on for full cooperation do not uniformly
- b. enjoy the same respect from FBIS components. Generally it is the supply end that gets the negative image. Carpeting was one component's sore spot. P&PD received specific commendation for its professionalism
- c. and response to requirements.

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SECRET (when filled in)

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d.

6. What service/support functions of OL are best understood by your component? Least understood?

Best understood (Is additional information needed and by whom?)

- a. Generally, their specific titles speak for themselves. There is still some slight confusion as to what RECD can do and what is really HOME's responsibility.

b.

c.

d.

e.

Least understood (Is additional information needed, and by whom?)

a.

b.

c.

d.

e.

7. Do you believe that your component's overall impression of OL is favorable or unfavorable? How could that image be improved?

Overall FBIS's impression of OL is favorable.

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8. What other factors (human, organizational, etc.) influence your component's perception of OL? If negative, how can they be changed to a positive perception?
- a. Accepting the fact that there are critical operational timetables at times, normal FBIS requirements are treated with the same respect as DDO normal requirements. For a long time many FBIS requests were being ducked
 - b. with the excuse that Logistics was tied up with the SOVA move.
 - c. Review and ensure that paperwork is reduced to the absolute minimum necessity and processed in a uniform manner.
 - d.
 - e.
 - f.
 - g.
9. Do you have suggestions as to which media could be most effective in communicating to members of your component the totality of support and services OL provides? (E.g., Employee Bulletins, OL newsletter, multi-media presentation, pamphlets, brochures, posters)
- a. I personally found the new parking/bldg construction progress newsletter periodically updating the situation as of great interest even though it did not directly affect FBIS. There should be more newsletters like that
 - b. on other subjects that suddenly are of great interest to the general populous.
 - c. Perhaps tours of selected facilities which would help remove some of the mystery - examples are P&PD;
 - d.
 - e.
 - f.

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10. What training courses attended by your personnel (e.g., EOD courses such as Intro to CIA) would you suggest include additional information about OL people and activities? Please elaborate.

a.

b.

c.

d.

e.

f.

11. What other suggestions, not specifically addressed in this questionnaire, do you have for improving OL's image throughout the Agency?